

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT : PFIFFNER, Kimberly Ann et al.
SERIAL NO : 09/918,091
FILED : July 30, 2001
TITLE : METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE
CUSTOMER CONTACT MANAGEMENT

Grp./A.U. : 3628
Examiner : LIVERSEDGE, Jennifer L.
Conf. No. : 2045
Docket No. : P04763US00 CC CENTRAL

AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated October 3, 2006, kindly enter the following amendments and consider the following remarks.

CERTIFICATE OF MAILING/TRANSMISSION (37 CFR 1.8(a))

I hereby certify that this correspondence is, on the date shown below, being:

MAILING

deposited with the United States Postal Service with sufficient postage as First Class mail in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Mail Stop Amendment, Alexandria, VA 22313-1450.

Date: April 3, 2007

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